Distance Support-CNSF VISION

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DS CNSF Vision: Overview

- VISION
- METRICS
- STATUS
- SUMMARY

DS-CNSF VISION

- Stated in Joint CNSF/CNAF DS Policy msg.
  - Response time goals: support the Force.
    - SEASWAP is way of the future.
  - 7-24-365 coverage: is the requirement.
  - "Follow the Sun": is the "law" not just an idea.
- Work more effectively/efficiently.

DS-CNSF Vision:METRICS

- "Stories" without facts are of no-value.
- Metrics listed in CNSF policy msg are core.
  - Number and priority of DS requests
  - Initial response & closure time
  - Deck plate tech assists avoided
  - % CASREPs requiring on-site assist after DS.
- Others as deemed useful/necessary?

DS-CNSF Vision:METRICS

- REPORTING/COLLECTING:
  - By ships & BG/ARG N4s: cumbersome.
  - From NICC: web-based and the way to go!
- REMEDY-REMEDY-REMEDY
  - Central DS SOS data base is REQUIRED.
  - POA&Ms to NAVSEA ASAP!!!!
    - Not a REMEDY player? Then you're NOT a CNSF DS player.
- VALUE:
  - Identify problems. (TMA)
  - Identify key support organizations.(resources), etc...

DS-CNSF Vision: STATUS

- Tracking metrics available:
  - FTSCPAC, NICC.
- Patiently waiting for REMEDY/Data Base.
- Monthly Working Group Mtgs/VTC.
- OP-TEMPO => DS is not *OPTIONAL*
- Results to date look promising.

DS-CNSF Vision: Summary

- DS is a Top5 Issue for CNSF.
- The metrics/data will tell the tale.
- Stay in touch and up to date.
- QUESTIONS/BACK-ups.

BACK-UPS

N43 - Distance Support

- Reduce onboard CASREP tech assist visits to less than 10% in FY03
- Decrease DS response time. Goal is 2 hours (hi pri) /4 hours (others)
- Reduce FTSC F1 travel budget by 50%

Single point of entry for off ship assist vs. shore support stovepipes

Can fix with DS vs. have to have tech onboard

Cost savings vs. free to ship

Faster repair vs. so critical, no time for DS

STRATEGY

CULTURE & BEHAVIOR

MISSION

PROCESS & STRUCTURE

METRICS

Alignment of SOS through FTSC/NICC

Software / Hardware in place at SOS to support

Common Data Base (REMEDY)

Policy Message mandating use

Common Business Rules
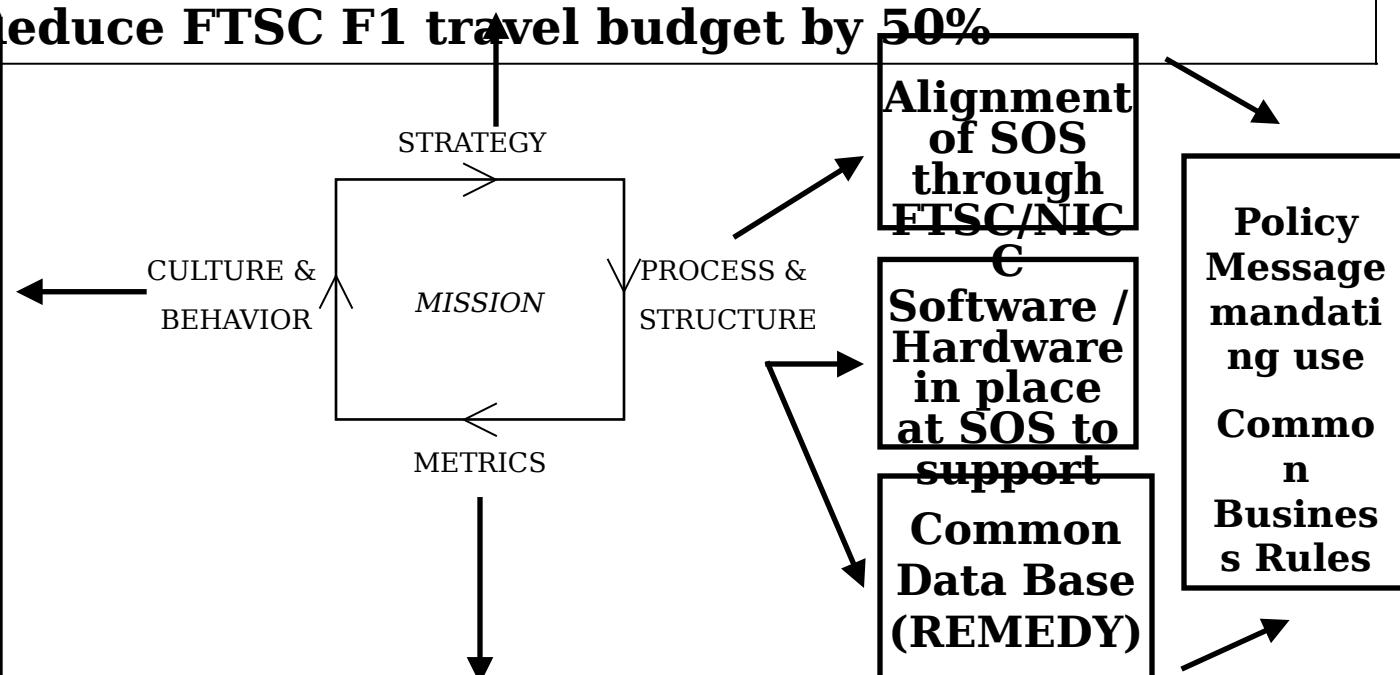
- CASREPs requiring onboard visit/Total number of TA CASREPs
- DS response time
- FTSC F1 travel costs

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# Distance Support Usage reported via CASREPs
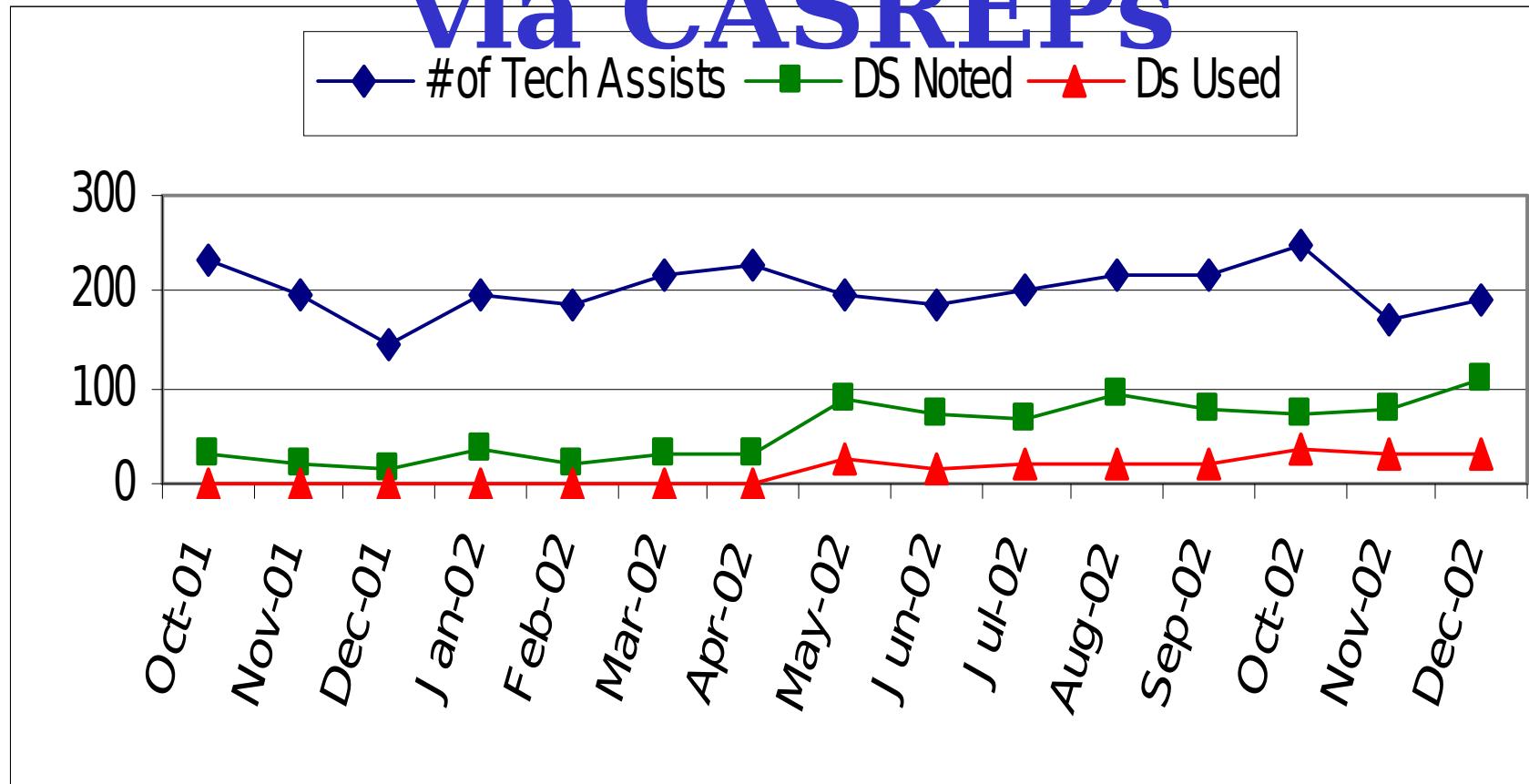
Reduction of onboard TAs(ALL vice only CASREPs)

New-QUICK REPORT For NICC

Top 10 Support Drivers

Cumulative Totals (Since 08/15/2000)

Cases (y-axis: 0–70)

Legend:
- Other
- Training
- Tech Data
- Tech Assist
- Logistics

Categories: AN/USQ 119 GCC, Galley and Scullery Equi, CIWS Block, AN/SPS-49 (V) 1 – 7 Air, AN/SPY-1B/D Rad, Air Conditioning Plants, AN/WSN 1/ 2/ 3/ 5 I, MK-57 Mod 2/3 NS, Boat Davi, Pump Mechanical, Watertight D

Functional Drivers

Types of Questions (27181 Total Cases)

- Logistics - Parts (9343) — 34%
- Logistics - Not Parts (5632) — 21%
- Technical Data (4822) — 18%
- Directory Assistance (2171) — 8%
- Technical Assistance (1455) — 5%
- Other Subjects (1228) — 5%
- NEMAIS (1035) — 4%
- Supply (629) — 2%
- Quality of Life (611) — 2%
- Training (255) — 1%

Initial Response Time

Response Time to DS Requests		
Total DS Requests		808
Metric	Total	%
1.) > 72 Hours	320	40
2.) 24 - < 72 Hrs	50	6
3.) 6 - < 24 Hours	64	8
4.) 2 - < 6 Hours	25	3
5.) < 2 Hours	349	43

Case Status as of 01/24/2003 only.

*Average Resolution Time

Days (y-axis: 0–10), x-axis from 8/1 to 11/17 across years.

*Workload Tracking

Assists (y-axis: 0–400), x-axis from 8/1 to 11/17 across years.

*Response Efficiency

Percent (y-axis: 0–70), x-axis from 8/1 to 11/17 across years.
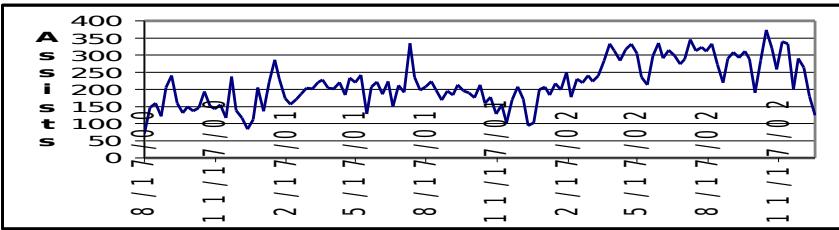
*Method of Resolution/ Embarked Support Avoidance

- Embarked Tech Assist — 67%
- DS Reach-Back — 33%
- DS Non-Embarked Reach-Back Req — 0%
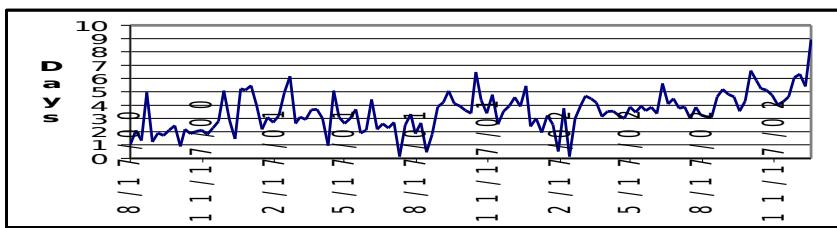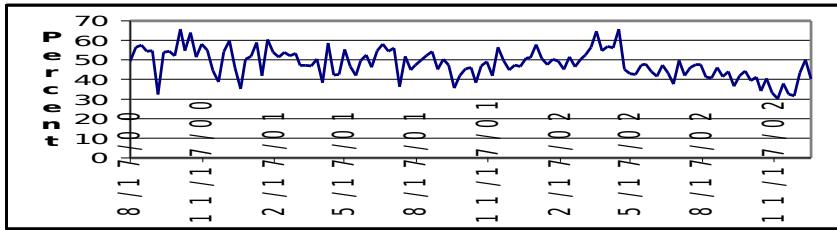
Productivity Improvement

Hours (y-axis: 0–35), x-axis from 4/4 to 12/4/02.
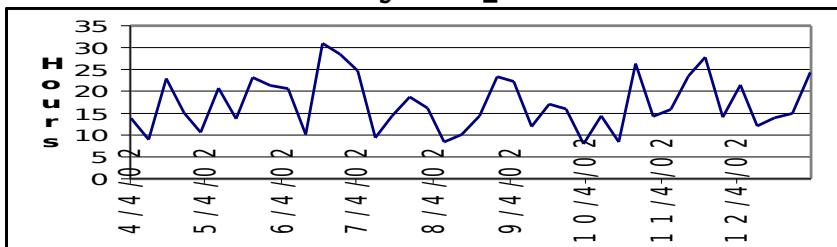
New- **FY03 Cumulative Tech Assist Visit Costs**